

What is claimed is:

- Sub. A1 7
1. A method of automated alternative dispute resolution, comprising:
automatically receiving a communication from a party, the communication being a
portion of a pre-defined dispute resolution process,
processing the communication, and
returning the processed communication to the party.
 2. The method of claim 1, wherein the processing comprises preparing a summary
based on information in the communication received from the party.
 3. The method of claim 1, wherein the processing comprises finding similar
completed cases based on information in the communication received from the party.
 4. The method of claim 1, wherein the processing comprises suggesting a resolution
for a dispute described in the communication received from the party.
 5. The method of claim 1, wherein the processing comprises automatically setting a
timeout interval for a response.
 - Sub. A2 7
 6. A method of automatically providing a comment relating to an automated
alternative dispute resolution process, comprising:
determining that an action or inaction by a subject has occurred in a pre-defined dispute
resolution process,
preparing a comment about the subject's action or inaction, and
sending the comment to a comment collection system.
 7. The method of claim 6, wherein the subject is a merchant.
 8. The method of claim 6, wherein the comment is related to a previously provided
comment.

Sub A3 > 9. A method of automatically preparing a case record for an alternative dispute resolution process, comprising:

collecting communications between an automated alternative dispute resolution system and at least one of the parties to the dispute,

automatically summarizing the collection of communications, and

presenting the summary and the collection of communications as the case record to a dispute resolver.

10. The method of claim 9, further comprising appending relevant laws to the case record.

11. The method of claim 9, further comprising appending comments about at least one of the parties to the dispute to the case record.

12. The method of claim 9, further comprising appending a suggested action to the case record.

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A4

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